



University Administrative Policies
 Policy Name: **Electronic Communications Policy**
 Web Link: www.salemstate.edu/policies

Responsible Office: Information Technology Services Responsible Official: Chief Information Officer	Originator of the Policy: Chief Information Officer Origination Date: 10/7/2009	Effective Date: 9/29/15 Revision History: 1/18/2011, 12/4/2015
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1. **RATIONALE**

The electronic communication services of Salem State University are vital to the support of the educational, administrative and public service activities of the University. The purpose of this policy is to ensure that these critical services remain available and reliable, and are used for purposes appropriate to the mission of Salem State University.

2. **STATEMENT OF POLICY**

Salem State University authorizes the use of electronic communication services for official communication between students, staff, faculty, administrative users and the public. All members of the campus community are expected to comply with established guidelines and procedures which define the proper use of these services.

While the University will make reasonable efforts to maintain the integrity and effective operation of its electronic communication services, users are advised that those systems should in no way be regarded as a secure medium for the communication of sensitive or confidential information. Because of the nature and technology of electronic communication, the University can assure neither the privacy of an individual user's use of the resources nor the confidentiality of particular messages that may be created, transmitted, received, or stored thereby.

3. **PERMISSIBLE USES OF ELECTRONIC COMMUNICATION SERVICES.**

- a. Authorized Users: Only University faculty, staff, students, contractors and other members of the University community who have received permission under the appropriate University authority are authorized to use the University's electronic communication services. Individual accounts remain for the exclusive use of the individual for whom they were assigned, and cannot be shared; however authorized proxies are permitted.

- b. Purpose of Use: The use of any University resource for electronic communication must be related to University business or academic pursuits. Incidental and occasional personal use of electronic communication services may occur when such use does not generate a direct cost for the University. In the event of such an incidental or occasional use, the provisions of this policy will still apply.
- c. Inspection and Disclosure of Communications: The University reserves the right to inspect and disclose the contents of electronic communications in the course of legally or ethically mandated investigations. Such investigations may be triggered by indications of misconduct or misuse, as needed to protect health and safety, as needed to prevent interference with the academic mission, or as needed to locate substantive information required for University business that is not more readily available by some other means. The University will inspect and disclose the contents of electronic communications when such action is necessary to respond to legal processes and to fulfill the University's obligations to third parties.
- d. Disclosure and Use of Information: The contents of electronic communications, properly obtained for University purposes, may be disclosed without permission of the user. The University will attempt to refrain from disclosure of particular communications if disclosure appears likely to create personal embarrassment, unless such disclosure is required to serve a business purpose or satisfy a legal obligation.
- e. Special Procedures to Approve Access: Individuals needing to access the electronic communications of others, to use information gained from such access, and/or to disclose information from such access must have the prior consent of the user. In absence of such consent, they must obtain advanced approval of such activity from the appropriate University vice president, dean, or higher authority.

4. PROHIBITED USES OF ELECTRONIC COMMUNICATION SERVICES

Prohibited uses of the University's electronic communication services include, but are not limited to the following:

- a. Any personal use that creates a cost for the University, or interferes with a University employee's obligation to carry out University duties in a timely and effective manner is prohibited.
- b. No use is permitted for personal monetary gain or for any commercial purposes that are not directly related to University business.
- c. Under no circumstance should sensitive Personally Identifiable Information (PII) such as names with social security number, financial account number, credit card number or driver's license number be transmitted from or requested by the university via eCommunications.
- d. No use is permitted that conflicts with the requirements of civil or criminal law, including but not limited to laws relating to pornography, defamation, copyright, intellectual property infringement, and illegal discrimination, or conflicts with any applicable policy of the Board of Trustees, such as use in support of partisan political activities.

- e. No transmission of FERPA protected data is permitted.
- f. No use is permitted that constitutes the unauthorized exchange of proprietary information or any other privileged, confidential or sensitive information.
- g. The capture of any electronic messages, except as required by authorized employees operating within the guidelines of approved University-wide policies, is not permitted.
- h. The use of electronic communications to harass or intimidate others is strictly prohibited.
- i. The knowing transmission of a message containing a computer virus or that misrepresents the identity of the sender is prohibited.
- j. The transmission of any message of excessive size or volume that interrupts or degrades the service to the University community is prohibited.
- k. No personal use may state or imply University sponsorship or endorsement of its message.
- l. Attempting unauthorized access to electronic communications or attempting to breach any security measures or policies on any electronic communication system, or attempting to intercept any electronic transmissions without proper authorization is prohibited.

5. OFFICIAL UNIVERSITY ELECTRONIC COMMUNICATIONS

When using electronic services as an official means of communication, students, faculty and staff should apply the same professionalism, discretion, and standards that they would use in written business communication. Furthermore, they should not communicate anything electronically that they would not be authorized and prepared to say publicly.

6. SCOPE

This policy is applicable to all University students, faculty and staff, contractors, volunteers, students and to all others granted use of Salem State University information resources. Every user of these resources has a responsibility toward the protection of this information; some offices and individuals have very specific responsibilities.

7. POLICY ENFORCEMENT

Violation(s)	It shall be a violation of this policy for data to be received, sent or stored inconsistent herewith.
Potential consequences	Appropriate discipline.
How to report	Contact Information Security Officer

8. REFERENCE DOCUMENTS

[Acceptable Use Policy](#): Salem State

9. CONTACT(S)

Subject	Office or Position	Telephone Number	Email
Policy Clarification	CIO	978-542-6446	painsworth@salemstate.edu

10. APPROVALS/ENDORSEMENT/NOTICE REQUIRED

Level	Title & Name	Signature	Date
Chair or Director of Department or Office	CISO Patricia Ainsworth		
Dean or Assistant Vice President	N/A		
Vice President/General Counsel	VP Administration John Keenan		
P.E.C. Initial Review			
P.E.C. Final Review			
All University Committee			
President	Patricia Maguire Meservey		
Board of Trustees (notice)			

11. REVIEW CYCLE

Initial review after 12 months